



WORKING TITLE: HOUSING AND RECOVERY SUPPORT SERVICES MANAGER	CLASSIFICATION: PROGRAM MANAGER II
DEPARTMENT: HEALTH AND HUMAN SERVICES	DIVISION: HEALTH AND HUMAN SERVICES
PAY RANGE: NBYCM 26	FLSA CATEGORY: EXEMPT
PHYSICAL REQUIREMENTS: ATTACHED	WORKERS COMP CODE: 8832
PPE: PER WORK LOCATION	REVISION DATE: OCTOBER 2019

JOB DESCRIPTION

GENERAL STATEMENT OF DUTIES:

Develops, coordinates, evaluates, and manages organizational efforts in planning and implementation of program activities within the Health and Human Services housing portfolio. The Housing portfolio includes transitional, supportive, and supported housing for individuals with behavioral health challenges. Oversees contract(s) for Certified Recovery Mentors and other recovery support activities within the community. Consults with other public and private entities in development of facilities and programs. Prepares and implements program budgets in conjunction with HHS Administration. Provides training programs to department staff and other agencies. Assists community agencies in preparing applications for local, state, and federal financing of programs and services. Employs and evaluates program staff. Provides or supports staff with clinical intervention as situationally and medically necessary to support housing needs. May assist HHS Director or designee with oversight of budgets, accounts receivable, and computer applications. May have responsibility for coordination with other health and human services programs. Has management responsibility for hiring and evaluating of program staff.

SUPERVISION RECEIVED:

Works under general supervision of the HHS Director or designee with considerable independent judgment.

SUPERVISION EXERCISED:

Individuals in this class generally supervise a staff of between 10 and 15 within their program area and/or have major contract monitoring responsibilities.

DUTIES AND RESPONSIBILITIES INCLUDE ESSENTIAL FUNCTIONS OF POSITIONS ASSIGNED TO THIS CLASSIFICATION. DEPENDING ON ASSIGNMENT, THE EMPLOYEE MAY PERFORM A COMBINATION OF SOME OR ALL OF THE FOLLOWING DUTIES:

- Maintains responsibility for overall development, coordination, and management of program services, including evaluation and screening of clients, setting program priorities, completing reports and data management.
- Monitors and ensures compliance with local, state, and federal regulations.
- Manages programs that service clients who have mental and emotional disturbances, developmental disabilities, alcohol/drug challenges, juvenile justice issues and public

health needs, as identified by policy.

- Designs program activities to meet service needs and advises Department Director or designee of particular program area staffing and budget needs.
- Designs program objectives and methods of evaluation of success in meeting objectives.
- Employs, supervises, evaluates, and provides training of program staff.
- Plans and implements programs which respond to consumer needs including development of new programs.
- Defines procedures for utilization reviews and/or audits; ensures that utilization reviews are conducted within timelines set by administrative review and/or professional standards.
- Assists the Department Director or designee with public health policy development and nursing operations where applicable.
- Resumes responsibility as Acting Director during absence of HHS Director, as directed and/or necessary.

JOB SPECIFICATION

KNOWLEDGE OF:

- Rules, laws, and policies governing department operation.
- Supervisory and management principles and practices.
- Mandatory reporting requirements and the appropriate levels of information to be shared.
- Confidentiality rules, especially those specific to program area.
- Community development models, policies and strategies.
- Community and partner agencies and resources relevant to program.
- Principles related to appropriate and relevant Oregon Benchmarks.
- Evidenced-based approaches to housing, housing models and recovery supports.
- Peer support models, including Certified Recovery Mentors and other state approved Traditional Healthcare Worker certification standards.

SKILL IN:

- Effective communication, both orally and in writing.
- Making public presentations.
- Preparing accurate reports.
- Developing, coordinating, and managing program services.
- Interviewing to acquire relevant information for service plan and delivery.
- Developing and maintaining professional relationships
- Coaching and team building.
- Designing policies, overseeing implementation of initiatives and strategies, and evaluating outcomes.
- Organizing objectives, delegating responsibility, training, evaluating subordinate effectiveness and administering necessary development and discipline.
- Anticipating, planning, organizing and managing change.
- Grant application preparation.

ABILITY TO:

- Provide clinical and administrative direction, supervision and evaluation to supervised staff.
- Develop and maintain effective working relationships with other employees, advisory groups, elected officials, and the public.
- Translate program needs into budget form in conjunction with the division manager.
- Conduct planning, evaluation, and monitoring of programs and services.
- Assist in development of relevant and realistic treatment plans connected to program.
- Achieve QMHP credentialing; maintain applicable licensure and professional development requirements as applicable.
- Recognize and understand the behavior of persons experiencing stress.
- Write concisely and perform administrative tasks.
- Evaluate program objectives and service delivery outcomes.
- Exercise initiative, be proactive and provide supervision in a crisis to ensure agency oversight of actions taken.
- Interpret and apply laws and policies to specific problems related to program delivery.
- Operate in the Microsoft Windows environment inclusive of using Excel, database management and record keeping programs.
- Attend work as scheduled and/or required.

MINIMUM EXPERIENCE AND TRAINING:

Master's degree or advanced training in a related field and five years of relevant experience with progressive responsibilities in program administration or supervision. Graduate level course work and training may be substituted for up to two years' experience. Behavioral Health Management positions must have or be able to be credentialed as a QMHP.

Any satisfactory combination of experience or training which ensures the ability to do the job will be considered.

OTHER REQUIREMENTS:

Ability to secure and maintain a driver's license valid in the state of Oregon, or an acceptable alternative means of transportation. May be required to drive a County vehicle. Employees authorized to operate a private vehicle on County business are required to carry a valid driver's license and liability insurance minimums as outlined in ORS 806.070.

Must have an NPI number or be able to obtain one upon employment. Must not be excluded from participation in federal health care or federally funded programs that provide health benefits and must not be excluded from participation in federal procurement (Federal Acquisition Regulation) and non-procurement activities (Executive Order No. 12549).

May be subject to successful completion of a background check.

WORK ENVIRONMENT/PHYSICAL DEMANDS SUMMARY:

The incumbent typically works in a variety of environments throughout the community. Incumbent will be working in non-office-based environments and will need to be aware of safety considerations in those environments. The noise level of the work environments will vary, based on location. Work may involve travel to meetings and trainings. Incumbent will likely encounter

frequent interruptions throughout the workday.

The employee is regularly required to sit, talk, or hear; frequently required to use repetitive hand motion, handle or feel, and to stand, walk, reach, bend or lift up to 20 pounds regularly and 30 pounds occasionally.

Contact with the public in home or office environments may risk exposure to irrational/hostile behavior, contagious diseases, or contact with domestic animals.

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

The job specification requirements stated are representative of minimum levels of knowledge, skills, and abilities to perform this job successfully. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently.